



### WEB REGISTRATION HELPFUL HINTS

If you don't already know your LOGIN ID and ACCOUNT PIN, you need to contact the Recreation Department at (262) 797-2443 to get your information. **PLEASE BE AWARE THAT THE COMPANY THAT PROVIDES THE INTERNET REGISTRATION FOR US COLLECTS A NON-REFUNDABLE CONVENIENCE FEE ON EACH REGISTRATION.**

The City of New Berlin online services are provided for the convenience of our Recreation customers. Customers that make use of our online services are charged a modest transaction fee, which is used directly to cover the cost to the City of providing the service. This service is offered through a contracted vendor. The internal offering of this service is not possible due to limitations in staff, technical resources, and budget constraints. The convenience fee is only charged to those people who feel it worthwhile and utilize the system, while not impacting all taxpayers of New Berlin.

#### STEP 1: the Start page

- "Programs" lets you quickly and easily browse all of our programs.
- "Login" lets you login and register immediately.
- "Help" gets you in touch with frequently asked questions and answers.

#### STEP 2: Login ID

Your information is safe on our secure server. You can login by clicking the "My Basket" tab at any time.

- Internet Login ID is your client number.
- Account PIN is your family's Personal Information Number.
- FORGOT MY LOGIN link is found to the right, and is where you can ask to send your Login and PIN to you by email.

Note: If you do not have an Internet Login or PIN, you can email recreation@newberlin.org and ask for one, or you can call (262) 797-2443 and speak to our staff.

#### STEP 3: the Programs page

Use this page to find a course by course number, name, age, or activity.

#### STEP 4: Search Results

Now you can make some choices on days, times, etc.

- Class Numbers are displayed under the "Class" heading.
- Details on a specific course can be viewed by clicking the CLASS NUMBER or the DETAILS button.
- ADD is found to the right of each course that is available for internet registration. ADD allows you to login and register for that course.

**NOTE:** If a course does not have an "ADD" button, it may be that class is full, has started already, or is not yet open for internet registration.

#### STEP 5: My Cart

Final registrations are made here. Who is taking what course?

- Select a Client even if you are the only member of your family, you must select the correct name from the "select a client" pulldown.
- Go to checkout once your information is correct.

**Note:** Your registrations are only confirmed upon receipt of payment. To ensure that you get the course(s) that you want, complete your registrations with the "Go to Checkout" button.

#### STEP 6: the Checkout

- "Show Details" shows your pending registrations.
- "Charges" is the total amount to be charged to your credit card.
- Payment from Credit Card - enter your: Credit Card Type (Master Card or Visa) information
- "Complete Transaction" to complete the transaction and ensure your registration.

Note: Your credit information is always secure. **Please remember to keep a copy of your "Checkout Success" page as a receipt.**

#### STEP 7: Checkout Success!

- After clicking the "Apply Payment" button, you should receive a confirmation that your registration(s) were successful. **Print a copy of that page as it has your registration number for future reference. You will not receive a receipt through the mail for online registrations.**

